

Southern Adelaide Local Health Network

Consumer and Carer Engagement Strategy 2023-2025

To Listen, Act, Make Better, Together.



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Acknowledgement

Ngadlu tampinhi, Kurna Miyurna yaitya yarta-mathanya Wama Tarntanyaku. Ngadlu tampinhi purkarna pukinangku, yalaka, tarrkaritya. Parnaku yailtya, parnaku tapa purruna, parnaku yarta ngadlu tampinhi.

Yalaka Kurna Miyurna itu yailtya, tapa purruna, yarta kuma puru martinhi, puru warri-abinhi, puru tangka martulayinhi.

We acknowledge the Kurna people are the traditional custodians of the Adelaide Plains and pay respects to Elders past, present and future.

We recognise and respect their cultural heritage, beliefs and relationship with the land. We acknowledge that they are of continuing importance to the Kurna people living today.

Definition

The term *Aboriginal* is used with respect in this document as an all-encompassing term for Aboriginal and Torres Strait Islander people and culture.

The term *consumer* in this document is all encompassing and refers to consumers, patients, clients and/or users of SALHN services.

The term *carer* in this document is a person who provides personal care, support and assistance to another individual who needs it because the individual has a disability, medical condition (including a terminal or chronic illness) or mental illness, or they are frail and aged.

Message from the Southern Adelaide Local Health Network (SALHN) Governing Board Chair, Chief Executive Officer and Partnering with Consumers Advisory Group Consumer Co-chair

The Consumer and Carer Engagement Strategy is a key enabler of SALHN's Strategic Direction and reinforces our commitment to working with our consumers, carers and community members *To Listen, Act, Make Better, Together*.

SALHN has a strong and proud history of working hand in hand with consumers, carers and families. It is at the heart of everything we do.

We are dedicated to creating real relationships with consumers and carers, working in partnership to achieve what matters to them today, tomorrow and into the future. We know that the delivery of person and family centred care is the foundation for achieving safe, high-quality healthcare that contributes to better outcomes and experiences for consumers, families, carers and staff.

Each and every staff member plays a key role in working with the people we serve, for the people we serve. By engaging respectfully and purposefully with consumers and carers, we will further support and enhance an organisational culture of person and family centred care. Consumer and carer engagement not only occurs at the point of care, but also extends to consumer involvement in decision making about our services and healthcare delivery within all levels of our organisation. We listen, we take advice, and we do differently.

This strategy builds on the existing consumer engagement approach in place across the network and the achievements of the previous Consumer Engagement Framework and Plan 2019-2021. It has been co-designed through meaningful and deliberate consultation and engagement with our consumers, carers, staff and community members.

This strategy sets a consistent platform for how we will engage with consumers, carers and families, including Aboriginal and Torres Strait Islander consumers and communities, diverse consumers and communities and those people experiencing vulnerability. Importantly, the priorities identified within this strategy are drawn from what our consumers have told us is important to them.

The strategy sets out to deliver:

- > A service that is appropriate, respectful and meets the diverse needs of consumers, carers and their families
- > An organisational culture of safe, responsive and effective person and family centred care to deliver quality healthcare outcomes
- > Reliable and equitable access to care for all consumers in the right place and at the right time.

We exist to serve the health needs of the community and our absolute commitment to the people we serve is *To Listen, Act, and Make Better Together*.



Mark Butcher
SALHN
Governing Board Chair



Kerrie Freeman
Chief Executive Officer



Peter King
Consumer Co-Chair,
Partnering with Consumers
Advisory Group

Who We Are



We care for

people who live in the southern suburbs of Adelaide and people from regional areas including the Fleurieu Peninsula, the Northern Territory and beyond.



We deliver specialty services

for Aboriginal and Torres Strait Islander peoples who live in the Northern Territory and Western New South Wales.



Our core health services include

medical, surgical, rehabilitation, aged care, mental health, and women's and children's services.



We are a research and training leader

providing a clinical environment for training in the medical, nursing and allied health academic research.

Introduction

What is consumer and carer engagement?

At SALHN consumers are at the centre of everything we do. SALHN recognise 'consumers' as users, previous users or potential users of current health services, including their family and carers.

Consumer engagement refers to the wide range of strategies for involving consumers in the planning, service delivery and evaluation of healthcare. It includes partnerships between consumers and health professionals when care is provided at an individual level, as well as partnerships with consumers at the health service and network levels.

Why is partnering with consumers and carers important?

Effective consumer engagement begins with health services working with consumers, carers, and families as equal partners in their own care, to deliver better health outcomes, improve safety and quality and provide person and family centred care. Partnering with consumers, carers, and families, and drawing on their knowledge and experience, guarantees a better consumer experience, a more cost effective co-designed service, and service delivery that meets the needs of the community, which results in improved health outcomes.

How did we get here?

Co-designed and developed in consultation with consumers, community, staff, and stakeholders, this new strategy is underpinned by SALHN's Strategic Direction Map and aligned to SALHN's domains of quality, the Australian Charter of Health Care Rights and the SA Health Consumer, Carer and Community Engagement Strategic Framework 2021-2025.

This strategy builds on the previous consumer engagement plan and framework and the existing consumer engagement systems already in place across SALHN to further strengthen and enhance how we work with consumers to ensure person and family centred care.





Our Vision

To Listen, Act, Make Better, Together.

This strategy will guide our approach to consumer and carer engagement and sets out how we plan to partner with consumers, families and carers in their own healthcare and in the planning, design, delivery and evaluation of healthcare systems and services.

Through extensive consultation and engagement with stakeholders, SALHN, in partnership with its peak consumer group, has developed three key priorities which will set the direction of consumer engagement across SALHN.



Consumer and Carer Engagement Priorities



Priority 1:

Deliver a service that is appropriate, respectful and meets the diverse needs of consumers, carers and their families

Through:

1. Delivering timely care that meets the cultural, social, emotional, psychological and physical needs of our consumers, their families and carers
2. Communicating in a way that is open, respectful and understood, and builds value in every consumer and staff interaction
3. Supporting and empowering the consumer, family and carer to be active participants and work in partnership with the healthcare team.



Priority 2:

Support a culture of safe, responsive and effective person and family centred care, to achieve quality health outcomes

Through:

1. Promoting an organisational wide culture of person and family centred care which is supported by education, training and development of staff, both formal and informal
2. Working in partnership with consumers, carers, community, staff and partners
3. Contributing to health system improvement through safety and quality, continuous improvement, research and innovation in person and family centred care and development of best practice.



Priority 3:

Deliver reliable and equitable access to care for all consumers in the right place and at the right time

Through:

1. Supporting consumers, families and carers access to healthcare and to navigate the system
2. Improving access to services that is focused on equity and inclusion
3. Enabling consumers and carers to participate in future health service planning to ensure healthcare is delivered in the most appropriate place to meet consumers needs and in the most appropriate way
4. Understanding and addressing the social and cultural determinants of health and the barriers that impact consumers and carers to getting care.

Our Aim

Our aim is to improve health outcomes and the care experience of staff, consumers, carers and families by working together to achieve person and family centred care.



Person and Family Centred Care Principles



Dignity and Respect

We will listen to and honour consumer and carer perspectives and choices.

Our consumers' experiences, knowledge, values, beliefs and cultural backgrounds will be incorporated into the planning and delivery of our care.



Information Sharing

We will support and enable all members of the community, especially those with diverse backgrounds, or requiring additional support physically and mentally and those experiencing vulnerability to be heard.

We aim to provide our consumers and carers with timely, complete and accurate information so that they can effectively participate in their care and decision making.



Participation

We will create opportunities to empower our consumers and carers to become active participants of their own healthcare and decision making, at the level they choose.



Collaboration

We will collaborate with consumers and carers in policy service and program development, implementation and evaluation; research; facility design; professional education; and most importantly in the delivery of care.

Person and Family Centred Care

Person and family centred care is the foundation for achieving safe, high quality healthcare contributing to better outcomes and experiences for consumers, carers, families and staff satisfaction.

Our consumers and staff members each play their own part, applying their unique skills and knowledge to achieve person and family centred care, through

- Dignity and Respect
- Information Sharing
- Participation
- Collaboration.

We recognise the importance of consumer and clinician/staff interaction as well as the need to partner with consumers and carers in co-design in quality improvements, safety initiatives, education of the workforce, research, facility design and policy development.

We will achieve person and family centred care through the following key attributes:

- Organisational commitment to comprehensive care delivery
- Having clear purpose, strategy and leadership
- Building the capacity of our workforce and a culture of person and family centred care
- Governance systems that are person and family centred
- Strong external partnerships
- Measuring and evaluating improvement
- Person and family centred technology and built environments.



The principles of person and family centred care and the key attributes of high-performing person-centred healthcare organisations



We are committed to creating an organisational culture of empowerment, partnership and co-design for the planning, design, delivery and evaluation of healthcare.

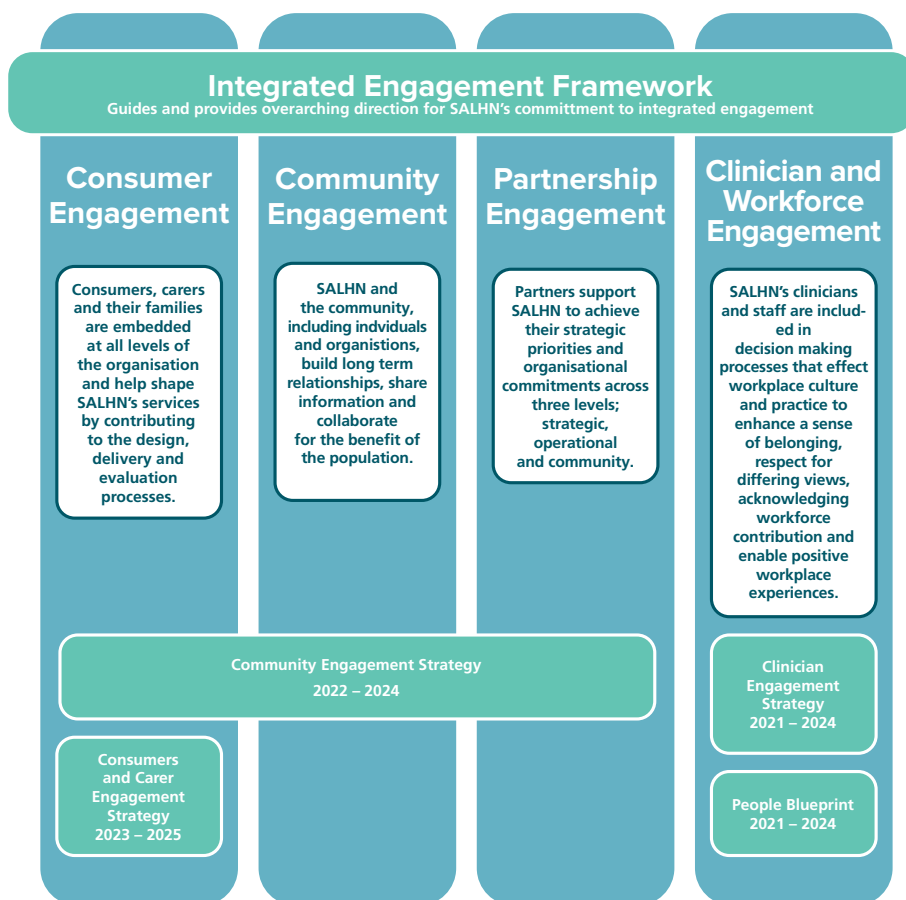


About this Document

SALHN Consumer and Carer Engagement Strategy 2023-2025 is an enabling strategy that is in service of SALHN's strategic direction.

The strategy is underpinned by:

- The Health Care (Governance) Amendment Bill 2019 responsibilities of Governing Boards relating to consumer and community engagement:
- SA Health Directive Guide for Engaging with Consumers and the Community Policy Guideline
- SA Health Statewide Consumer and Community Engagement Strategic Framework 2021-2024
- SALHN Strategic Direction Map 2019-2024.



The Consumer and Carer Engagement Strategy is complemented by our Community Engagement Strategy.

Community Engagement involves connecting with the community to build long term relationships, share information, plan and build capacity to shape our healthcare system for the benefit of the community.

Both strategies acknowledge the importance of consumers and the broader community influencing healthcare services and delivery.

The Consumer and Carer Engagement Strategy is also aligned and will be supported through SALHN's key strategies and priorities.

Making our Plan Work

This strategy will be reviewed and updated using consumer and carer experience, undertaking maturity assessments and SALHN's continuous improvement methodology. As our approach to consumer and carer engagement matures, the experience and changing needs of our consumers, carers and staff will guide us to reprioritise and refocus our activities and actions.

An implementation plan will support the operationalisation of this strategy. Each Division will develop annual Consumer Engagement Plans that are aligned to this strategy and will operationalise this plan at the local level. The Consumer Engagement Handbook will provide guidance on SALHN's consumer engagement mechanisms and processes.







Priority 1

Deliver a service that is appropriate, respectful and meets the diverse needs of consumers, carers and their families

We will achieve this by:

1. Delivering timely care that meets the cultural, social, emotional, psychological and physical needs of our patients, their families and carers
2. Communicating in a way that is open, respectful and understood and builds value in every consumer and staff interaction
3. Supporting and empowering the consumer, family and carer to be active participants and work in partnership with the healthcare team.

What we will do:

2023

Establish Consumer Advisory Groups focussing on the needs and issues affecting people from diverse groups and those who use SALHN services

Create patient information in languages, styles and mediums that can be easily understood by all consumers, including access to interpreters

Recognise the role of the family and carer by implementing a Carer Partner Framework that embeds the family and carer as part of the care team

All patients are asked "What matters to you?" to guide the care of consumers

Implement flexible approaches to actively engage and seek patient experience feedback from our diverse communities and those with specific health needs.

2024

Explore and embed trauma informed care models across our services

Partner with Aboriginal consumers and communities who use our services to get a deeper understanding of the needs of the communities to inform a SALHN Aboriginal & Torres Strait Islander Community Engagement Strategy.

2025

Enhance mechanisms to receive patient reported experience and co-design solutions including consumer feedback, consumer surveys as well as targeted consumer activities such as listening posts.

Measures of success:

- > Patient Reported Experience Measures
- > Increased patient information accessibility
- > Documented Goals of Care conversations
- > Systems in place to support culturally safe and appropriate healthcare
- > Increased recognition and participation of carers as part of the care team.

2023 - 2025

Create a respectful and responsive environment where staff, consumers and carers can thrive and where diversity is valued and supported

Promote person centred, person driven, and relationship centred care within our organisation that supports shared decision making

Advance a robust evaluation program to ensure SALHN's commitment to listening to consumers and carers, enabling measurement against key criteria, including Patient-Reported Outcome Measures (PROMS) and Patient Reported Experience Measures (PREMS).

Priority 2

Support a culture of safe, responsive and effective person and family centred care, to achieve quality health outcomes



We will achieve this by:

1. Promoting an organisational wide culture of person and family centred care which is supported by education, training and development of staff, both formal and informal
2. Working in partnership with consumers, carers, community, staff and partners
3. Contributing to health system improvement through safety and quality, continuous improvement, research and innovation in person and family centred care and development of best practice.

What we will do:

2023

Improve workforce capability and capacity to partner with consumers through training and education including:

- Increase staff completion of the *Partnering with Consumers* mandatory training module
- Increase staff completion rates for *Ask the Question* training
- Increase staff awareness on their responsibility for upholding the rights of consumers, carers and families

Implement level two and three Aboriginal Cultural Learning Framework training for all staff across the SALHN workforce, to enable a culturally aware holistic care environment

Support a culture of learning, enquiry and Safety & Quality and where principles of engagement are embedded in organisational culture through procedures, training and staff resources

Embed a Consumer Participation Framework that describes how SALHN embeds and promotes consumer engagement and develop tools to evaluate participation.

2023 - 2025

Support an organisational culture of person and family centred care embedded at all levels of the organisation through review of the Consumer Engagement Governance Framework

Monitor compliance with National Safety Quality Health Standards, Quality Standard 2: Partnering with Consumers

Ensure divisional engagement plans are developed, monitored and reviewed

Review, evaluate and value consumer feedback and the patient experience and use this to inform and drive change and improvements.

2024

Increase consumer participation within SALHN by greater attendance and representation at the Continuous Improvement Program and within improvement teams

Create stronger linkages between the strategic pillars of consumers and research through consumers influencing, informing and participating in research

Create broad partnerships in philanthropy and research

Involve consumers in training and recruitment of the clinical workforce, including using consumer stories and people with lived experience

Increase health literacy and inclusiveness training to staff to ensure that consumers, their families, carers, and the community are recognised as experts in their healthcare journey.

2025

Create a model where consumers, community, staff and partner organisations work in an effective partnership and where volunteers are critical partners in enhancing the patient and family experience

Establish performance accountability with senior leaders by including commitment to partnering with consumers in professional performance and development plans

Build workforce capability to engage, understand and respond to the diversity of people's values, perspectives and cultural needs.

Measures of success:

- > Patient Reported Experience Measures
- > Increase of workforce undertaking training (partnering with consumers, cultural safety etc)
- > Increased consumer participation in training the workforce
- > Increased staff training and education on Goals of Care
- > Performance accountability with executive and senior leaders, including commitment to partnering with consumers
- > Increased workforce capability to engage, understand and respond to diversity of people's values, perspectives and cultural needs.



Priority 3

Deliver reliable and equitable access to care for all consumers in the right place and at the right time

We will achieve this by:

1. Supporting consumers, families and carers to access healthcare and to navigate the system
2. Improving access to services that is focused on equity and inclusion
3. Enabling consumers and carers to participate across all levels of governance to ensure healthcare is delivered in the most appropriate place to meet consumer needs and in the most appropriate way
4. Understanding and addressing the social and cultural determinants of health and the barriers that impact consumers and carers to getting care.

What we will do:

2023

Consumer engagement influences strategic planning, health policy, planning and system reform, and feedback is provided about how this engagement has influenced outcomes

Design organisational structures and models of care around the person

Develop and embed a SALHN wide co-design framework and toolkit to support staff and consumers to work together in equal partnership

Ensure person and family centred design principles are applied to the built environment including landscaping

Develop Models of Care that recognise Aboriginal ways of knowing, doing and being and incorporating these values into clinical practice and treatment

Establish yarning circles and Lived Experience groups.

2024

More effectively respond to the identified needs of patients through care coordination and early and easy access to services

Work with other health services to build capacity and knowledge

Consider the needs of consumers who may experience barriers to engage effectively and opportunities to enhance their accessibility and inclusion.

2025

Support the use of services through technology to support greater choice through care closer to home or in a more appropriate location.

Measures of success:

- > Patient Reported Experience Measures
- > Development of tools and resources to support engagement
- > Evidence of consumer and carer participation
- > Increased consumer and carer participation in the planning, design, delivery and evaluation of healthcare
- > Increased number of consumers involved in co-design.

2023 - 2025

Partner with community in a genuine manner to understand and address the social determinants that may impact individual access to care and wellbeing with an emphasis on those experiencing vulnerability

Embed consumers, carers, families and people with lived experience within strategic and operational planning in order to influence, inform and evaluate service changes, models of care and building design using the principles of co-design

Actively seek patient, family and carer stories of their experience both positive and negative of using our services and use that to inform continuous improvement

Gather consumer feedback to measure the influence of engagement on outcomes.

Our Outcomes

SALHN's strategy will deliver:

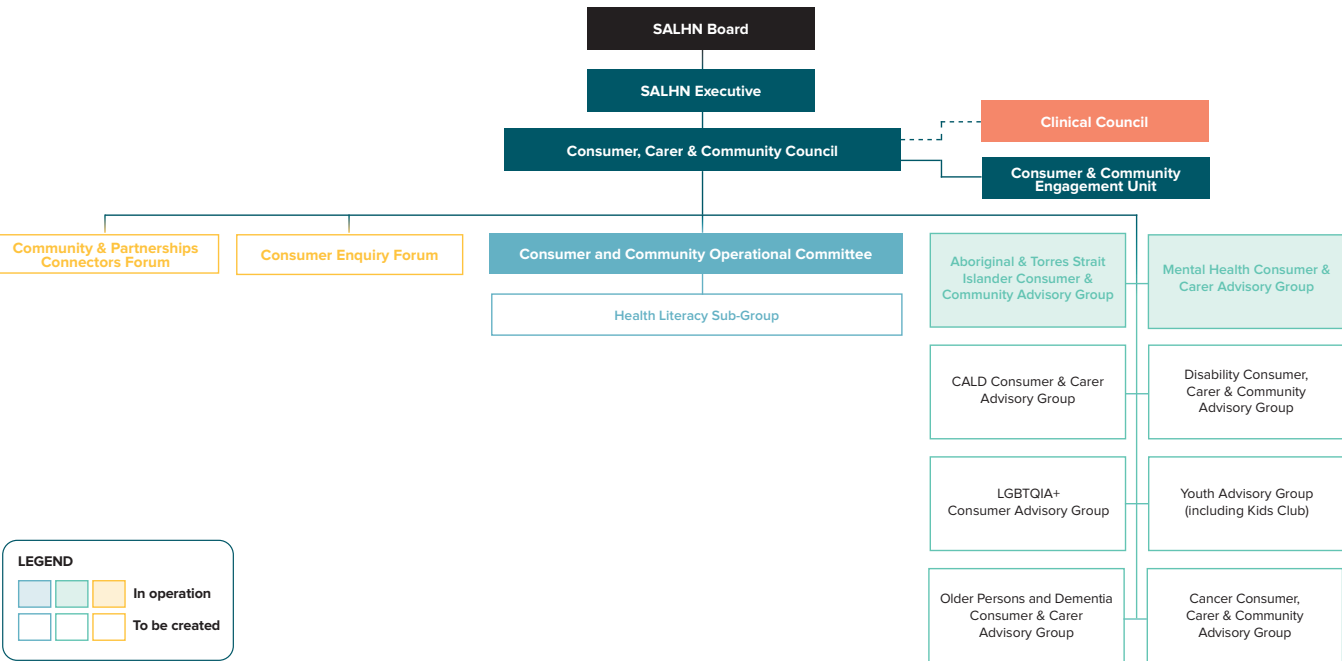
- An organisational culture of person and family centred care embedded across all levels of the organisation
- A culture of learning, enquiry and Safety & Quality where principles of engagement are embedded through procedures, training and staff resources
- A person centred, person driven, and relationship centred care within our organisation that supports shared decision making
- Consumers and carers that are embedded within strategic and operational planning in order to influence, inform and evaluate service changes, models of care and building design
- Increased number of consumers, carers and community members involved in SALHN and broaden their role, so that we can build thriving partnerships
- Consumers and carers from diverse backgrounds and people experiencing vulnerability having their voice heard at all levels of SALHN
- Improved access to culturally safe and competent health services and programs for Aboriginal peoples by developing, engaging and improving relationships between staff and the consumer
- Strengthened partnerships with community, in a genuine manner, to understand and address the social determinants that may impact individual access to care and wellbeing with an emphasis on those experiencing vulnerability.



Governance

Our engagement governance structure is a network of consumer-led committees and consumers embedded in governance structures across the organisation.

This network drives and monitors SALHN's progress on partnering with consumers. It also provides comprehensive and transparent governance of our consumer engagement approach and activity.

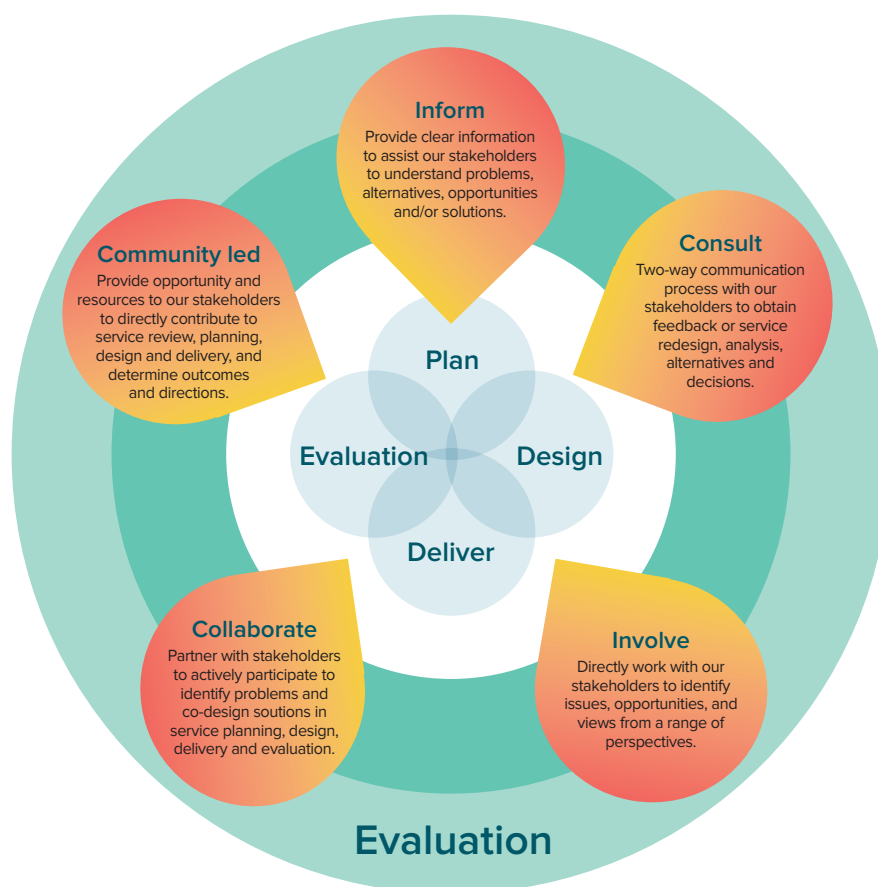


Appendix 1: SALHN's Engagement Approach

We see engagement as involving stakeholders in the decision-making process, underpinned by the International Association of Public Participation (IAP2) model. Stakeholders include consumers, their families and carers, the broader community, all staff, and partner organisations.

We know we are 'better together'. Purposeful engagement will help us create better decisions by giving our consumers, carers, families, community and staff a voice on the issues relevant to them. Consultation with our consumers will include the safety and quality of health services, service planning and design, service delivery and the monitoring and evaluation of service delivery.

We will engage in the following ways and this will vary depending on the specific activity or service, and the individual's preferences.



SALHN's engagement approach is driven by the following principles:

Purposeful

SALHN will have a clear understanding of what needs to be achieved and set clear expectations and understanding of shared goals

Inclusive

SALHN will partner with stakeholders based on the establishment of mutual trust and the ability to acknowledge stakeholders' composition including culture diversity, sexual orientation and disability

Accessible

SALHN will address the barriers that consumers and communities experience to engage meaningfully and develop strategies to increase access for people who are marginalised and experience poorer health outcomes

Timely

SALHN will ensure engagement activities are undertaken with time, allowing for stakeholder input before decisions are made

Respectful

SALHN will acknowledge and respect the expertise, perspective, and needs of stakeholders ensuring clear and open communication

Transparent

SALHN will ensure that engagement is open and honest with genuine opportunities for active participation

Accountable SALHN will be responsive to the needs of consumers, community, and partners, setting clear deliverables for measuring and evaluating the quality of engagement.

Appendix 2: Definitions

Australian Charter of Healthcare Rights	The Charter describes what consumers, or someone they care for, can expect when receiving health care. These rights apply to all people in all places where health care is provided in Australia. This includes public and private hospitals, day procedure services, general practice and other community health services.
Carer	A person who provides personal care, support and assistance to another individual who needs it because the individual has a disability, medical condition (including a terminal or chronic illness) or mental illness, or they are frail and aged. An individual is not a carer merely because they are a spouse, de facto partner, parent, child, other relative or guardian of an individual, or live with an individual who requires care. A person is not considered a carer if they are paid, a volunteer for an organisation or caring as part of a training or education program.
Co-design	Co-design is a focused service improvement approach of consumer-centred planning, decision making, production and design; where new services or service reviews are determined in partnership with consumers who use them and may be affected by them.
Community engagement	Community engagement refers to the processes and connections between government, communities and consumers in the development and implementation of policies, programs, services and projects. It encompasses a wide variety of government-community interactions ranging from information sharing to community consultation and in some instances, active participation in government decision making. It incorporates public participation, with people being empowered to contribute to decisions affecting their lives, through the acquisition of skills, knowledge and experience.
Consumer	Consumer is a person who has used, or may potentially use, health services, and includes family and carers. A healthcare consumer may also act as a consumer advocate or representative to provide a consumer perspective, contribute to consumer experiences, advocate for the interests of current and potential health service users, and take part in decision-making processes. Consumers are commonly identified by health services as patients, clients, participants or service users at point of care.
Consumer engagement	Consumer engagement refers to health consumers, their family and carers, actively participating in: <ul style="list-style-type: none"> · their own individual care · healthcare planning and decision making · evaluating policy governance and safety and quality processes · healthcare monitoring and evaluation.
Consumer Representative	A consumer representative is a person who voices collective perspectives and takes part in decision making as a representative on our committees. Consumer representatives are nominated and have a responsibility to inform discussions in the committees they attend.
Domains of Quality	<p>Safe – the avoidance of reduction to acceptable limits of actual or potential harm from health care management or the environment in which health care is delivered (the anti-negative).</p> <p>Effective – care intervention or action achieves desired outcome.</p> <p>Appropriate – care intervention or action provided or is relevant to the patients’ needs and is based on established standards (process).</p> <p>Efficient – achieving desired outcomes with most effective use of resources (financial).</p> <p>Accessible – ability of people to obtain health care at the right place and right time irrespective of income, physical location and cultural background (equity).</p> <p>Acceptable – care delivered meets cultural, social and physical needs of the client (patient experience).</p>

Diversity

In the context of this strategy, diversity means ensuring inclusion of the voices and experiences of the broadest range of individuals, groups and circumstances including but not limited to:

- Aboriginal and Torres Strait Islander peoples and communities and the diversity within Aboriginal cultures
- People of Culturally and Linguistically Diverse backgrounds
- People living in regional and rural remote communities
- People living with disability (such as people with physical, sensory, intellectual and cognitive disability)
- People who have lived or living experience of mental illness
- LGBTQIA+ communities
- Older Australians
- Children and young people
- People in prison
- Trauma affected persons
- Religious and spiritual groups and belief systems
- Emerging communities (such as new migrant communities, refugees including those who have experienced torture, trauma, grief and loss)
- Veterans.

Engagement

Engagement within the health context refers to an active and sharing relationship between health services, consumers, carers and community groups, which can become a partnership. Effective and active partnerships exist when:

- people are treated with respect
- information is shared and explored with them
- participation and collaboration in healthcare processes are encouraged and supported to the extent consumers choose.

Health literacy

Health literacy is the extent to which consumers can obtain, process and understand information about health care, services and the health system. It also refers to a consumer's capacity to use that information to make decisions about their health care. This means additional measures are needed to ensure equity in health literacy outcomes are enabled for consumers with limited English and proficiency (including reading skills) or capacity to access information, which may especially include those from an Aboriginal and Torres Strait Islander background, a person with a disability or a culturally or linguistically diverse (CALD) background (especially if older) or children and young people.

Health service

Health service means a service associated with:

- the promotion of health and wellbeing
- the prevention of disease, illness or injury
- rehabilitation or ongoing care for persons who have suffered a disease, illness or injury.

Services can be delivered in a local community through but not limited to, a hospital, community health centre, GP Plus clinic(s), SA Dental Service, mental health services, aged care facilities, emergency and ambulance service, drug and alcohol services and health promotion programs.

Lived experience

Lived experience refers to the subjective perception of a person's experience of health or illness and is the representation of the experiences and choices of that person and the knowledge that they gain from these experiences and choices. People who have a lived or living experience of mental illness bring their knowledge and understanding gained (as individuals or in groups) from their direct experience living with mental illness and recovery.

National Safety and Quality Health Service (NSQHS) Standards

The primary aims of the NSQHS Standards are to protect the public from harm and to improve the quality of health care. They provide a quality assurance mechanism that tests whether relevant systems are in place to ensure that expected standards of safety and quality are met.

1. Clinical Governance Standard.
2. Partnering with Consumers Standard.
3. Preventing and Controlling Infections Standard.
4. Medication Safety Standard.
5. Comprehensive Care Standard.
6. Communicating for Safety Standard.
7. Blood Management Standard.
8. Recognising and Responding to Acute Deterioration Standard.

Partnering with Consumers Advisory Group - PwCAG	The committee provides a structured partnership between consumers, carers and SALHN health care professionals. PwCAG is accountable to SALHN Executive via the Executive Director of Nursing and Midwifery. The common safety and quality issues, patient experiences, consumer-centred care and other issues such as co-design, are identified in its terms of reference. It provides advice, support and leadership in the design and implementation of SALHN's consumer engagement strategy, and plan, aiming to embed the operating principle of <i>To Listen, Act, Make Better, Together</i> , across all services.
Partnership	A partnership occurs when two or more individuals or groups work together collaboratively and inclusively sharing the responsibility of decisions and collectively owning outcomes.
Patient and Family Representatives – P&F Reps	Patient & Family Representatives (P&F Reps) are representatives of the patient community. They speak to consumers and family members while admitted as an inpatient to identify areas of excellence, opportunities for improvement and issues that need to be resolved immediately. They support and monitor performance in relation to safety and quality initiatives and the charter of rights for our consumers.
Person and family centred care	<p>The terms <i>person centred care</i> and <i>person and family centred care</i> can be used interchangeably.</p> <p>It is an approach to the planning, delivery and evaluation of health care that is founded on mutually beneficial partnerships among clinicians and patients, their families and carers.</p> <p>Person and family centred care is working 'with' patients and families and carers, rather than just doing 'to' or 'for' them.</p> <p>Person and family centred care is an approach to the planning, delivery, and evaluation of healthcare that is grounded in mutually beneficial partnerships among health care providers, patients, and families.</p> <p>Person centred care is respectful of, and responsive to, the preferences, needs and values of patients and consumers. Key dimensions of person centred care include respect, emotional support, physical comfort, information and communication, continuity and transition, care coordination, involvement of family and carers, and access to care.</p> <p>Also known as patient centred care or <i>consumer centred care</i> or person and family centred care.</p>
SA Consumer Experience Surveillance System Data	SA Health provides SALHN with monthly Consumer Experience Data Reports. The information presented in the reports are from the South Australian Consumer Experience and Surveillance System (SACESS). This system collects data through a telephone survey that monitors consumer experience by surveying consumers of overnight hospital care. The survey questions allow patients, families, and carers to give feedback on their experience. The SACESS report provides information and learning opportunities for improvement to achieve the best possible outcomes for patients, staff and SALHN.
Safety and quality improvement	Safety and quality improvement refers to the systematic, ongoing effort of health services and consumers to improve an organisation's performance as measured against a set of standards or indicators and lead to better health outcomes, care, system and individual performance and shared learning and education to safeguard high standards of care. Increasing access to safety, quality and performance data supports clinicians and managers, with the right information they need to identify issues, inform strategies and deliver better consumer outcomes.
Shared decision making	Shared decision making involves discussion and collaboration between a consumer and their healthcare provider. It is about bringing together the consumer's values, circumstances, goals and preferences with the best available evidence about benefits, risks and uncertainties of treatment, in order to reach the most appropriate healthcare decisions for that person.
Southern Adelaide Local Health Network (SALHN)	The Southern Adelaide Local Health Network (SALHN) provides care for more than 350,000 people living in the southern metropolitan area of Adelaide, as well as providing a number of state-wide services to those in regional areas. SALHN encompasses the Flinders Medical Centre, the Repat Health Precinct and the Noarlunga Hospital, along with intermediate care services provided at GP Plus Super Clinics, Aboriginal Health and Family Clinics and the Aged Care Assessment Team.

Appendix 3: References

- Australian Commission on Safety and Quality in Health Care. Patient-centred care: improving quality and safety through partnerships with patients and consumers. Sydney: ACSQHC; 2011.
- ACSQHC Review of key attributes of high performing person-centred healthcare organisations, 2018
- SA Health Consumer, Carer & Community Engagement Strategic Framework 2021-2025
- Planetree Certification Person-Centred Care Certification Program Manual, 2020
- Mackay Hospital Consumer Engagement Strategy 2020-2024
- Carer Recognition Act (No. 123), (2010)
- Consumer Health Forum of Australia.
- Australian Commission on Safety and Quality in Health Care (2019).
- International Association of Public Participation (IAP2) model
- Australian Charter of Health Care Rights
- SALHN Strategic Direction Map 2019-2024
- Institute for Patient and Family Centred Care: <https://www.ipfcc.org>

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This document/publication can be provided
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Consent was provided for all staff, consumers and
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